

ITS Service Desk – Frequently Asked Questions - Detailed

What is the ITS Service Desk?

The Office of Information Technology Services (ITS) Service Desk is a centralized call center with staff that provides assistance when an agency employee has a problem with technology or with an IT service. The ITS Service Desk delivers courteous, professional and timely resolution to customers who call with incidents or requests for services. Every customer call is logged in a trouble ticket tool called Remedy, each call is prioritized and either resolved on the initial call or the trouble ticket is dispatched to the appropriate technical resource for resolution. The ITS Service Desk will track your issue or request from the beginning of the call through resolution.

Why do I have to call the ITS Service Desk?

1. Calling the ITS Service Desk allows ITS to quickly resolve IT incidents and to restore service as quickly as possible with minimal impact to the business of state government.
2. It enables ITS to track and measure our ability to meet the IT service commitment we have made to our customers and measure our responsiveness against established benchmarks. This is important so we ensure that we are providing the timely and courteous services our customers expect.
3. There may be times when you cannot find an IT technician or application programmer. Using the ITS Service Desk as a single point of contact for IT help is more efficient as the ticket will be logged and a technician or application programmer will be assigned to help you out. You no longer have to wait until the IT technician gets back in the office to call them and leave a voice mail or create a written note for them to call you.
4. As the use of IT to support the business of state government grows, it is increasingly important that issues be resolved quickly and tracked appropriately so that the business impact is minimal and that recurrences of the same incident are avoided wherever possible. ITS technicians can resolve incidents quicker by having problem information more readily available.

When do I call the ITS Service Desk?

The ITS Service Desk can be called 24 hours a day, 365 days a year. Calls to the ITS Service Desk should be related to IT incidents or requests for IT services. These would include calls about PC problems, login issues, forgotten passwords, an application program not working, email questions, request for new software to be loaded, and any other questions related to IT hardware, software or services.

When should I not call the ITS Service Desk?

Fax and copy machines are handled in the agency using a vendor supported contract. These type of incidents should not be called into the ITS Service Desk. Questions on budgets, financial data, training information, facility repair, and Human Resource type questions should also not be called into the ITS Service Desk.

How do I call the ITS Service Desk?

The ITS Service Desk should be called at 919-754-6000 or 1-800-722-3946 (toll free). This number will put you into an interactive voice response unit message where you will be asked to enter your phone number or ticket number and to select an appropriate option. You will then talk to an ITS Service Desk technician.

You can also send an email to its.incidents@ncmail.net (if you have access to a working network and computer) with the appropriate contact information and description of the incident or request for service. This email will create a trouble ticket and you will receive a call from the appropriate technician.

When should I call the ITS Service Desk?

If your incident is urgent and prevents you or your team from performing critical work please call the ITS Service Desk. When you call the ITS Service Desk you have the ability to clearly explain the incident and explain to the ITS Service Desk the urgency and impact of your incident. You can send an email at the same time, as well as calling the ITS Service Desk for critical and urgent incidents.

When should I email the ITS Service Desk?

If you have an incident that really does not impact your work, you can simply send an email. You may also have requests that will take a couple days to process or you may want to prearrange information technology work ahead of time. An email will work in these instances.

When I call the ITS Service Desk, what will I be expected to say?

The ITS Service Desk will validate your name, phone number, and email address and will ask the location of the incident. They will then ask for a description of the incident you are having or the service you are requesting. If you see error messages please note that information and report it to the ITS Service Desk. When sending an email to the ITS Service Desk it is very important to include all of the information in the email.

The ITS Service Desk employee may ask additional questions that will help determine the priority and impact of your incident. Questions like, "Are there other people in your area experiencing the same incident? Or "Do you have a work around for your incident until a technician can be dispatched?" are typical questions you may be asked to help the ITS Service Desk determine the urgency and business impact of your incident. You may also be asked additional questions so we may understand and diagnose your incident.

What if the ITS Service Desk number is busy?

You should be able to call the 754-6000 number and not get a busy signal. If there is an enterprise wide issue, the front end message on the phone will tell you about it. The ITS Service Desk number could have a busy signal if there is an enterprise-wide incident that is impacting a large number of employees and as a result many people are calling the number. There may be times where you call the number and are put on hold in a work queue. This means that all the ITS Service Desk technicians are busy with other callers and in this case your call will be answered by the first available technician.

If you get a busy signal or are placed on hold in the calling queue, you can always send an email to its.incidents@ncmail.net and your incident or request for service will be handled.

How will the ITS Service Desk resolve my incident?

A ticket is created for every incident. If the ITS Service Desk cannot resolve your incident over the phone, then your ticket will be handled off line and an IT technician will either call you back or be dispatched to your location. The ITS Service Desk will always give you a Remedy ticket number to keep as a reference.

If I don't hear back from anybody, what should I do?

Please call the ITS Service Desk at 754-6000. The ITS Service Desk will review the ticket information and then make any escalations necessary to get your incident resolved.

What if I am still not satisfied?

Please discuss the issue with your Agency IT Director or Chief Information Officer (CIO). The Agency IT Director or CIO will then properly escalate the issue with the ITS Business Relationship Manager.

What is a ticket number?

This is a number used to track an incident or request for service. When you place a call to the ITS Service Desk you will be given a ticket number to reference. The ITS Service Desk technicians will use this number to pull up any information on the call you made for service. If you do not remember your ticket number, the ITS Service Desk technicians can also pull up your ticket based on your name or phone number.

What is Remedy?

Remedy is the name of the IT Service Management application used by the ITS Service Desk to enter and track incident tickets or requests for IT service. This tool helps the ITS Service Desk keep track of all incidents and requests. This helps the ITS Service Desk make sure that all customer calls are being managed in a timely and service oriented manner. Also trends can be identified so incidents can be handled quicker or even fixed permanently.

Can I still find or call my IT Support Technicians and ask them to help me?

First you should call the ITS Service Desk so a ticket can be logged and monitored. Then call the IT Support Technician or find them in their offices and they will work on your incident or service request. Calling the ITS Service Desk is critical to measure our level of service and to ensure that ITS provides the service expected by the agency.

What if I have an incident with my business application?

You can still call the application programmer and the people who support your business applications. You also have the option of calling the ITS Service Desk and then a ticket will be logged and sent to the application team. The ITS technicians will then make the application team aware of an incident.

I am not sure if it is a PC incident or an incident with my application, what should I do?

Call the ITS Service Desk first and provide them with any type of error messages and a description of the incident. The ITS Service Desk will then ask you some questions to further pinpoint the incident. If the ITS Service Desk cannot resolve the incident, then they will send the ticket to an ITS technician or application programmer who supports the application.

Who can use the ITS Service Desk?

The ITS Service Desk is used as a single point of contact for many agencies as they relate to the ITS Services they use. As part of the IT Consolidation, your agency will be using the ITS Service Desk as the contact point for all IT related incidents or services.